



LODI CITY COUNCIL

Carnegie Forum
305 West Pine Street, Lodi

"SHIRTSLEEVE" SESSION

Date: March 27, 2018

Time: 7:00 a.m.

For information regarding this Agenda please contact:

Jennifer M. Ferraiolo

City Clerk

Telephone: (209) 333-6702

Informal Informational Meeting

A. Roll Call by City Clerk

B. Topic(s)

B-1 Receive Presentation Regarding Police Department's Proposed Safety Center (PD)

B-2 Receive Update on City of Lodi Customer Service Division (CM)

C. Comments by Public on Non-Agenda Items

D. Adjournment

Pursuant to Section 54954.2(a) of the Government Code of the State of California, this agenda was posted at least 72 hours in advance of the scheduled meeting at a public place freely accessible to the public 24 hours a day.

Jennifer M. Ferraiolo
City Clerk

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CITY OF LODI COUNCIL COMMUNICATION

AGENDA TITLE: Receive Presentation Regarding the Police Department's Proposed Safety Center

MEETING DATE: March 27, 2018

PREPARED BY: Chief of Police

RECOMMENDED ACTION: Receive presentation regarding the Police Department's proposed Safety Center.

BACKGROUND INFORMATION: The City of Lodi Police Department's current Firearms Range was built in 1966. The range is located in the basement of the City Hall Annex, giving it limited space, ventilation issues, poor lighting, and no room to expand. The City's current range can also only be used for handgun training, forcing the department to go to outside ranges to train on rifles and shotguns. For these trainings, Lodi police are using the privately owned Linden Gun Range at the cost of approximately \$5,000 per year, not including travel time (approximately 35 minutes each way), fuel and vehicle depreciation.

When examining the Linden Gun Range it can be deduced that the infrastructure is minimal and feasible to replicate on 37 acres of City property near the White Slough wastewater treatment plant between Interstate 5 and Thornton Road. The Linden range has 10 lanes and long-range rifle lanes, allowing for more officers to be trained at a time and tested on all issued equipment, including rifles and shotguns. Like the Linden range, the City's proposed range could be rented by other agencies, sanctioned shooting events, and used for recreational use to generate funds for the City.

In addition to the firearms range, the department is interested in constructing an Emergency Vehicle Operations Course (EVOC) on the same City property. Officers are required by the Commission on Peace Officer Standards and Training (POST) to complete EVOC training every two years. The Police Department currently spends \$18,000 every two years to send the sworn officers to Alameda County for this training, plus travel time and vehicle expenses. The addition of this infrastructure to the Safety Center would not only benefit the City for use by other departments that have employees who drive City vehicles and equipment, but it could also generate revenue by allowing other agencies and driving instructors to rent the course.

The proposed Safety Center has been discussed and agreed to by the Public Works Director. The initial environmental studies are pending and require little funding from the City's General Fund. The department has already received interest from local business owners to donate labor and materials for the Safety Center through the Lodi Police Foundation.

FISCAL IMPACT: Unknown at this time, although a range on City property would eliminate range fees and reduce travel time and vehicle expenses.

FUNDING AVAILABLE: To be determined.

APPROVED: _____
Stephen Schwabauer, City Manager

Tod Patterson
Chief of Police

PROPOSED SAFETY CENTER

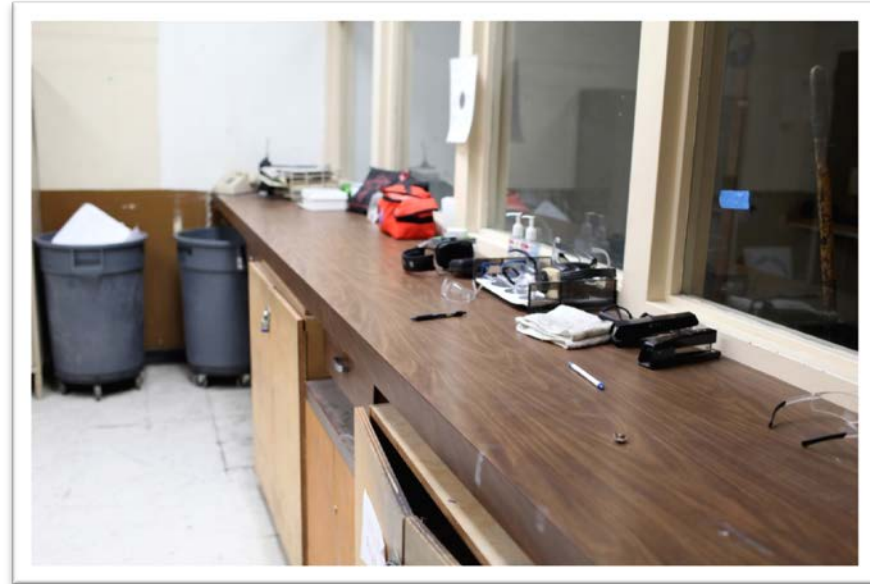


LODI POLICE DEPARTMENT

MARCH 27, 2018

CURRENT FIREARMS RANGE

- BUILT IN 1966
- LOCATED BENEATH OF LODI FIRE DEPARTMENT
- POOR VENTILATION
- LIMITED SPACE AND POOR LIGHTING
- HANDGUN USE ONLY



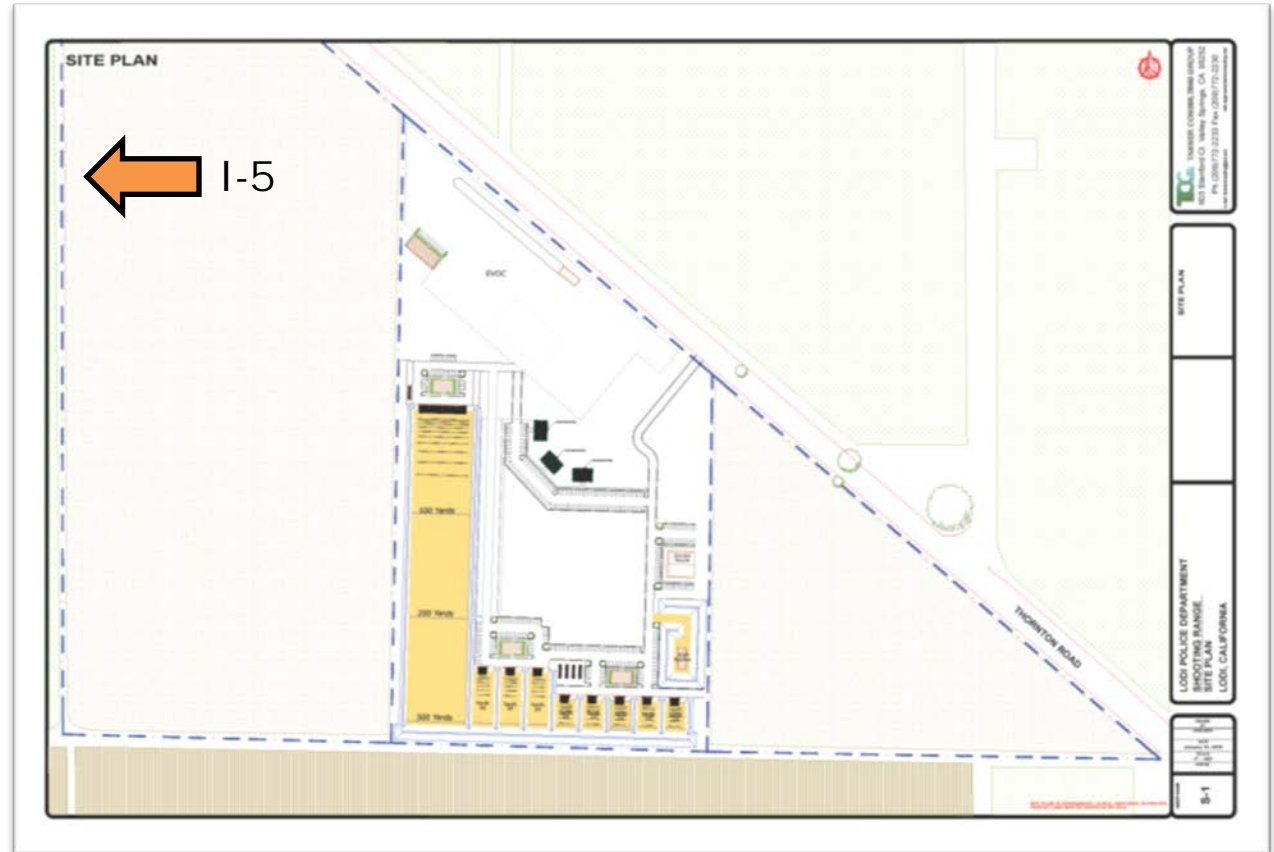
LINDEN GUN RANGE

- MINIMAL INFRASTRUCTURE
- LONG RANGE RIFLE TRAINING
- APPROX. \$5,000 FOR DEPARTMENT BI-ANNUAL TRAINING
- 45-MINUTE TRAVEL TIME
- APPROX. 10 SHOOTING LANES



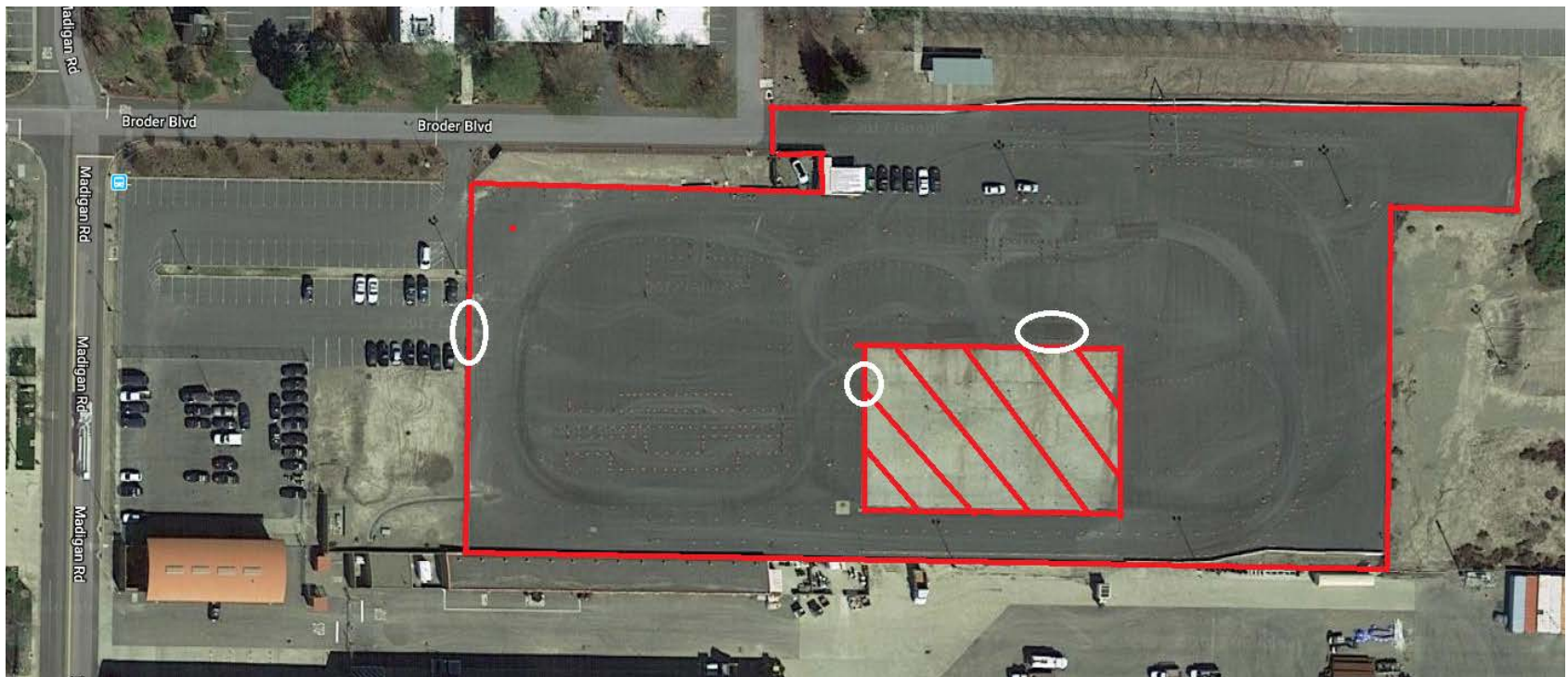
PROPOSED LPD SAFETY CENTER – WHITE SLOUGH

- CONFERRED WITH PUBLIC WORKS DIRECTOR CHARLIE SWIMLEY
- ENVIRONMENTAL REPORT SPRING 2019
- INITIAL COST FOR THE ENVIRONMENTAL REPORT WITH MINIMAL FISCAL IMPACT TO THE CITY BUDGET
- INTEREST FROM LOCAL BUSINESS OWNERS TO DONATE LABOR/MATERIALS FOR THE PROPOSED CENTER THROUGH THE LODI POLICE FOUNDATION
- GUN RANGE OFFERS POSSIBLE REVENUE GENERATOR FOR THE CITY OF LODI (CIVILIAN CLASSES, OTHER AGENCY RENTAL, RECREATIONAL USE AND SANCTIONED SHOOTING EVENTS)



PROPOSED LPD SAFETY CENTER – WHITE SLOUGH

- REQUIRED POST TRAINING FOR PERISHABLE SKILL EVERY TWO-YEAR
COST TO THE LODI POLICE DEPARTMENT TRAINING BUDGET
APPROX \$18,000
- USE BY OTHER CITY DEPARTMENTS (FIRE, PUBLIC WORKS, ELECTRIC
UTILITY)
- POSSIBLE REVENUE GENERATOR FOR THE CITY OF LODI (CIVILIAN
CLASSES, OTHER AGENCIES RENTAL USE)
- ALAMEDA COUNTY SHERIFF MADE \$90,000 FROM CIVILIAN DRIVING
COURSES IN 2017 AT THEIR DRIVING FACILITY



QUESTIONS



CITY OF LODI COUNCIL COMMUNICATION

AGENDA TITLE: Receive Update on the City of Lodi Customer Service Division

MEETING DATE: March 27, 2018

PREPARED BY: Financial Services Manager

RECOMMENDED ACTION: Receive an update on the City of Lodi Customer Service Division.

BACKGROUND INFORMATION: The City's Customer Service (CS) Division strives to provide top-of-the-line service. As such, the department seeks continuous improvement.

The Shirtsleeve session on May 16, 2017 focused on the opportunities, improvements and current challenges in the CS division. On October 24, 2017, staff presented the first progress report. Today's presentation continues to update on progress to ensure continuous improvement in line with the People, Process, and Technology framework introduced at the May Shirtsleeve. That framework is summarized here and will be used to guide the presentation.

People: It is essential to have the right people, with the right training and the right mentality to succeed in all business endeavors, including the CS division. Employees must buy into the philosophy of the division and any proposed changes.

Process: The appropriate business rules (policy and procedures) must be in place in order to successfully administer existing programs, provide services and implement new programs. Business rules also establish the parameters of each position's duties, responsibilities, authority level and set clear performance expectations.

Technology: Technology is an essential asset to modern organizations. However technology will never overcome people and processes. Successful technology implementations are contingent on the existence of best practices that pre-date the technology and are widely known (through thorough and consistent training) by high quality employees moving in the same direction at all staff levels.

Attached to this report in Exhibit A, is a proposed Finance Department organization chart showing staff's proposed reorganization of the department to achieve optimal performance. In addition to the organization chart, staff will be discussing three technology improvements, the new online payment interface (launched March 12, 2018), payment kiosks (anticipated late April 2018), and a new phone system (budget request 2018/19).

FISCAL IMPACT: There is no impact from this informational presentation.

FUNDING AVAILABLE: Not applicable.

Andrew Keys, Deputy City Manager

APPROVED: _____
Stephen Schwabauer, City Manager

Customer Service Division Update

Presented By: Andrew Keys, Deputy City Manager





Agenda

- People
 - Staff Movements and Recommended Reorg
- Process
 - Use of data and deployment of resources
- Technology
 - Invoice Cloud
 - City Base (Kiosks)
 - Phone System

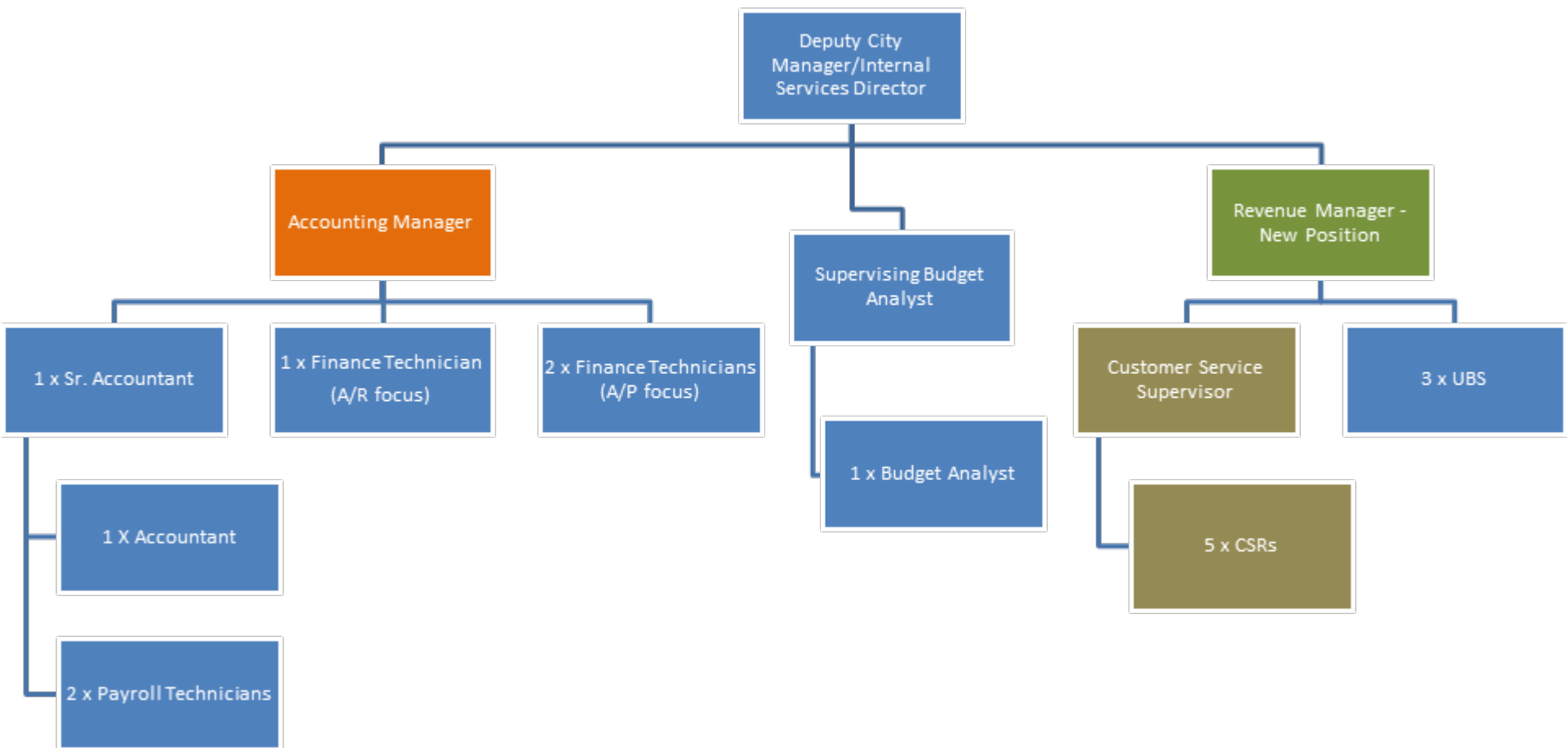


PEOPLE

People

- Customer Service Supervisor promoted to Electric Utility Business Analyst in February
- Financial Services Manager leaving for Texas in April
- Opportunity to assess workload and organization structure in the Finance Department
- Proposed org structure includes one less employee than FY 2017/18 budget and saves approximately \$20,000 annually





PROCESS

Improvement Plan





Process Improvement

- Continued review of consolidating Billing cycles and of billing period
 - Standardizes due dates
 - Reduces labor
 - Allows for more efficient and strategic deployment of resources
 - Currently on hold due to staff transitions noted previously
- Committed to continuously assessing data to deploy resources as efficiently as possible



TECHNOLOGY

Technology Improvement

- Three new developments
 - Invoice Cloud – new online payment portal launched March 12, 2018
 - Allows multiple online payment options, auto pay and paperless billing enrollment
 - No need for login, simply enter account number and last name
 - IVR system for paying by phone or checking balance and due dates by phone 844-778-1882
 - City Base Payment Kiosks – the kiosks run on the Invoice Cloud software
 - Two kiosks scheduled for placement late April
 - New Phone System Upgrade – Budget request 2018/19



Invoice Cloud

- Week 1 statistics
 - 1,325 Online Payments totaling \$300,386
 - 20 IVR phone payments totaling \$4,759 *
 - 484 paperless billing subscriptions
 - 187 bill/pay be text subscribers
 - 10 autopay enrollments **
 - 885 total accounts registered

* Intro did not provide IVR number until March 20

** Autopay features fully activated March 20



Technology Improvement

Technology – Coming Soon

- Kiosks for 24 hour payment processing with receipt Cash
 - Checks
 - Card
 - Scheduled on site for testing next week, deployed late April 2018.
 - One available only during business hours and one is 24/7



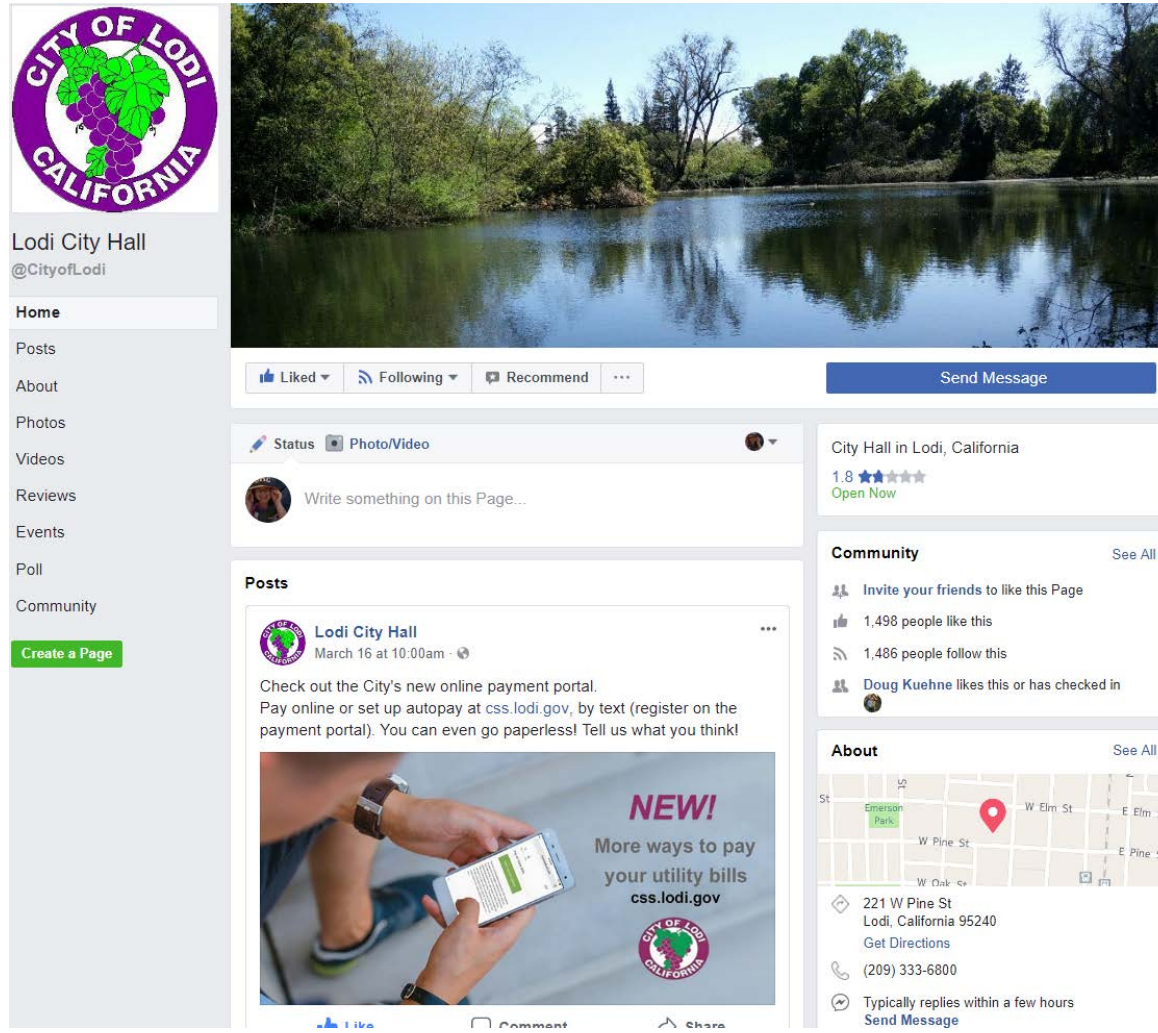
Phone Infrastructure

- Phone Infrastructure – Current Challenges
 - Limited volume of calls (customers get busy tone after a certain point)
 - No analytics for management (except IVR)
 - Difficulty managing group inboxes
 - Fully City hosted and maintained infrastructure
- Phone Infrastructure – Proposed 2018/19 Budget
 - Will request upgrade to fiber based phone system
 - Virtually unlimited number of inbound/outbound lines
 - Allow for overlay of IVR on City's main customer service line
 - Limit the need for extension dialing for external customers
 - Allow voicemail to email conversion
 - Allow for specialized hosting and maintenance based on industry best practices



Social Media Contact

- www.facebook.com/CityofLodi or @CityofLodi



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Invite your friends to like this Page
1,498 people like this
1,486 people follow this
Doug Kuehne likes this or has checked in

About
See All

221 W Pine St
Lodi, California 95240
Get Directions
(209) 333-6800
Typically replies within a few hours
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Lodi City Hall
March 16 at 10:00am · 🌐

Check out the City's new online payment portal. Pay online or set up autopay at css.lodi.gov, by text (register on the payment portal). You can even go paperless! Tell us what you think!

NEW!
More ways to pay your utility bills
css.lodi.gov

CITY OF LODI CALIFORNIA



QUESTIONS?